

CESC Limited

Stakeholders Engagement Policy

CESC Limited ('CESC', 'the Company') respects the need for meaningful stakeholders engagement to improve decision making and accountability. Engaging with our stakeholders encourages transparency, better management of risk, reputation and building of trust.

Stakeholders involve all those people who may be affected by the decisions made by the Company or can influence the implementation of its decisions.

The Company and its value chain members believe in creating happiness amongst its stakeholders including the employees and their families, customers, suppliers and their workers, bankers, business partners, shareholders, communities and governments as its stakeholders.

The happiness of stakeholders in our ecosystem matters to us, proactive engagement including responding directly to stakeholder concerns allows for dialogue, learning, understanding of operating environments, pooling of resources to positively impact and solve problems that makes the organisation perform better.

The Company and its value chain members shall endeavour to:

- establish engagement processes that are inclusive, material and responsive for key stakeholders groups beyond grievance mechanisms;
- undertake responsibility and ensure transparency about the impact of their policies, decisions, products and associated operations on all stakeholders, and the natural environment;
- define mechanisms to identify its stakeholders, understand their expectations and concerns, define the purpose and scope of the engagement;
- establish mechanisms to resolve any grievances arising from business operations in a just, fair and constructive manner;
- integrate stakeholders engagement into governance and relevant decision-making processes that contributes to developing or improving organisational strategy, identifying and addressing operational issues;
- ensure benefits derived from business is fairly distributed amongst stakeholders.

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